

GenAI Adoption Plan: [Solution Name]

1. Enablement & Training

(How will you equip users with the skills to use the new tool effectively?)

- **Phase 1 (Pilot Users - Week 1):**
 - Conduct a mandatory 2-hour hands-on workshop covering core features, best practices for prompt engineering, and how to interpret/verify AI outputs.
 - Provide a one-page quick-start guide and access to a dedicated support channel.
- **Phase 2 (Wider Rollout - Month 1):**
 - Develop self-paced e-learning modules covering the same content as the workshop.
 - Host weekly "office hours" with the project team for Q&A and support.
 - Identify and train departmental "Super Users" to act as first-level support.

2. Communications Plan

(How will you keep stakeholders informed and build excitement?)

- **Pre-Launch:** Announce the upcoming pilot in the departmental newsletter and at team all-hands meetings, highlighting the problem it solves and the expected benefits.
- **During Pilot:** Share weekly progress updates and early "wins" or positive user testimonials in the dedicated support channel and team chats.
- **Post-Pilot/Launch:** Formally announce the results and rollout plan via email from the business owner (VP-level). Publish a case study on the company intranet showcasing the success and ROI.

3. Service Level Agreement (SLA)

(What are the expectations for the tool's performance and support?)

- **System Uptime:** 99.5% availability during business hours.
- **Query Response Time:** 90% of queries answered in under 10 seconds.
- **Support Response Time:**
 - Critical Issues (System Down): 1-hour response from the technical team.
 - Standard Support Questions: 24-hour response from the product owner or Super User network.

4. Analytics & Measurement

(How will you track usage and impact post-launch?)

- **Usage Metrics:** Track the number of active users, queries per user per day, and most common query types.
- **Performance Metrics:** Monitor query latency and system uptime against the SLA.
- **Impact Metrics:** Conduct quarterly surveys to measure user satisfaction (CSAT) and

perceived impact on productivity. Compare against pre-pilot KPIs.